

**THE TULALIP TRIBES**  
**TGO/QCC/BINGO**  
**Job Description**

**JOB TITLE:** Blackfish Host/Hostess

**JOB NUMBER:** ON-GOING

**NOTE:** Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

**EDUCATION:**

- ☐ High School Diploma or GED equivalent preferred.
- \*If applicant does not meet education requirement, employer will allow 6 months from date of hire to meet this job requirement, as a condition of employment.

**SKILLS:**

- ☐ Must have excellent communication skills for dealing with guest and co-workers.
- ☐ Must have good grooming habits and manners.
- ☐ Must exude confidence, poise, posture, grace, and style.
- ☐ Ability to follow specific instructions verbal and/or written.
- ☐ Must have basic math skills. **(Test required)**
- ☐ Must be able to consistently promote and demonstrate positive guest relations.
- ☐ Must be computer literate, working knowledge of Microsoft Word and Excel preferred.
- ☐ Must have excellent guest relation skills.

**EXPERIENCE:**

- ☐ Minimum of one (1) year experience as a host/hostess or server in a full service restaurant.

**OTHER REQUIREMENTS:**

- ☐ Must be 18 years of age or older. \* **(Attach documentation with application)**
- ☐ Must obtain and hold a Food Handler's permit within 60 days from date of hire.
- ☐ Must be able to obtain and hold a Class 12 or 13 Liquor permit within 60 days from date of hire.
- ☐ Must be flexible to work all venues in a similar position.
- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work all sites, Tulalip Resort Casino and the Quil Ceda Creek Casino.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Hotel Permit per Regulation 12 with the Tulalip Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

**Physical Characteristics and/or Prerequisites:**

- ☐ Manual and finger dexterity for the operation of a computer and POS system.
- ☐ Ability to stand and/or walk for prolonged periods of time.
- ☐ Strength to lift objects weighing up to 20 lbs. on a frequent basis.
- ☐ Tolerance to be exposed to cleaning solvents and detergents on a daily basis.
- ☐ Tolerance to be exposed to a smoke filled environment.

**Tribal Department:** Food & Beverage

**Employee Classification:** Non-Exempt

**Job Summary:** Ensures quality guest service and satisfaction by greeting and thanking guests for dining in a professional and friendly manner. Provides quality accommodations, in a timely manner, for all dining guests and TRC patrons. Operates and maintains computerized guest reservations, as well as, printing personal menus for guests as requested. Works with the POS system, cash handling, and maintaining guest wait list. Assists team members as needed or requested.

**Employee Reports To:** Food & Beverage Supervisor or designee.

**Extent of Authority:** Works with Manager, Supervisor, Chefs, Servers, and Bus Person to ensure proper dining room procedures and standards are followed in accordance with established policies and procedures.

**Specific Duties Performed:**

1. Welcomes guests seating and printing personal menus in a friendly and timely manner.
2. Manages reservation and/or wait list, paging guests when their table is available.
3. Properly seats guests following the assigned rotation of sections to ensure guest satisfaction.
4. Upon seating, inform guests of their Servers name and daily features.
5. Adheres to proper phone etiquette as directed by Supervisor or designee.
6. Ensures specific directions to the Tulalip Resort Casino and restaurant are kept at the Host/Hostess stand at all times.
7. Ensures Host/Hostess stand, floors, and work area are kept clean and presentable at all times.
8. Maintains proper inventory of Host/Hostess supplies.
9. Maintains clean and presentable menus at all times.
10. Changes and updates menu features as needed.
11. Operates POS computer system, handles cash, closes out checks, and maintains issued bank.
12. Completes a daily calculation of all receipts, cash, and maintains proper paperwork.
13. Understands and executes proper Sequence of Service.
14. Studies and learns menu items and preparations.
15. Performs as a food runner as needed.
16. Knowledge of all health and safety practices and procedures, including HACCP standards.
17. Assists team members as needed promoting a positive teamwork environment.
18. Performs all other related duties deemed necessary or requested by Supervisor or designee.

**Terms of Employment:** This is a Regular Full-time position, requiring at least 40 hours per work, or 2080 hours per year.

**Pay Rate:** \$10.46 per hour

**Opening Date:** On-going

**Closing Date:** Until filled

**Please return your completed application to the Tulalip Resort Casino Receptionist by the closing date and time.**

**\* Required documents must be submitted prior to interviewing\***

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